



SACHI A. HAMAI
Chief Executive Officer

County of Los Angeles CHIEF EXECUTIVE OFFICE

Kenneth Hahn Hall of Administration
500 West Temple Street, Room 713, Los Angeles, California 90012
(213) 974-1101
<http://ceo.lacounty.gov>

"To Enrich Lives Through Effective And Caring Service"

Board of Supervisors
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Fifth District

November 03, 2015


The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, California 90012

Dear Supervisors:

ADOPTED

BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES

9 November 3, 2015


PATRICK O'QUINN
ACTING EXECUTIVE OFFICER

**REQUEST TO UTILIZE THE
PROVISIONAL FINANCING USES BUDGET UNIT FOR
211 LA COUNTY
INFORMATION AND REFERRAL PROGRAM SERVICES
AND APPROVE APPROPRIATION ADJUSTMENT
(ALL DISTRICTS AFFECTED)
(3-VOTES)**

SUBJECT

This Board letter requests approval for appropriation adjustment to transfer \$86,000 from the Provisional Financing Uses (PFU) budget unit to the Chief Executive Office (CEO) to fund one time expenditures as reimbursement to the Information and Referral Federation of Los Angeles County, Incorporated dba 211 LA County to fund the replacement of a critical network infrastructure and security software.

IT IS RECOMMENDED THAT THE BOARD:

1. Approve an Appropriation Adjustment (Attachment I) that transfers \$86,000 from the PFU budget unit to the CEO to be used for reimbursement to 211 LA County for the replacement of critical network infrastructure and security software.
2. Delegate authority to the CEO or designee to execute Amendment Number Two to Contract with 211 LA County for Information and Referral Program Services (Contract), substantially similar to the attached amendment (Attachment II), to increase the contract sum by up to \$86,000 for the purchase of critical network infrastructure and security software. County Counsel's approval as to form will be obtained prior to execution.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

On June 13, 2013, the Board approved a Contract with 211 LA County for provision of general and specialized Information and Referral (I&R) program services through the 2-1-1 dialing code for a term of three years, effective July 1, 2013, through June 30, 2016, with a six-month extension option at the CEO's sole discretion, and a contract sum of \$18,791,450. Under Amendment Number One for adding two special campaigns to the scope of Contract services, executed by the CEO pursuant to the delegated authority, the contract sum was increased to \$18,874,450.

This Board letter requests to make available \$86,000 from the PFU budget unit for compensating 211 LA County for the purchase of a critical network infrastructure and security software under the Contract.

211 LA County is requesting services compensation from the PFU budget unit to replace and upgrade the following components necessary for the provision of services:

1. CISCO Catalyst 4510R+E Core switch and module/supervisor engine – \$70,000

Cisco 4510R+E Core switch is a critical, required infrastructure element that provides network-based connectivity for phones, computers, printers, wireless access points and other equipment. This is the central “nervous system” of the 211 LA County network and is required for the 211 LA County facility to use the internet, phone, and local LAN resources.

2. Acunetix / Nessus Security Scanning Software Suite – \$16,000

The Acunetix software security suite will provide an intuitive and advanced web based scanner that provides state-of-the-art web vulnerability scanning features that protect unauthorized access to critical data and the systems that contain them.

Implementation of Strategic Plan Goals

The recommended action is consistent with the principles of the Los Angeles County Strategic Plan Goal No.1: Operational Effectiveness, to maximize public access to quality health and human services via I&R through a simple yet customer-friendly dialing system.

FISCAL IMPACT/FINANCING

In 2005-06, the Board approved a \$1,089,000 PFU allocation for the 2-1-1 dialing code. A portion was immediately spent leaving a balance of \$802,000 as a reserve for future enhancements. In 2007, \$71,000 of the allocation was used for 211 LA County's public information and marketing efforts, \$110,000 was transferred to the Department of Public Social Services (DPSS) for its Eviction Prevention and Moving Assistance Programs, and \$69,000 was used to leverage Emergency Food and Shelter monies designated for 211 LA County uses. In 2008, \$78,000 was provided to DPSS to help pay for a three percent Cost of Living Adjustment for 211 LA County.

In 2012, \$234,000 was allocated to fund 211 LA County upgrades and the expansion of technical infrastructure, to implement an IT management system, to increase server space and to purchase

new workstation computers and monitors. Only \$196,551 of the allocation was spent. The current remaining balance in the PFU allocation is \$277,449.

If approved, an amount not to exceed \$86,000 will be transferred from the PFU budget unit to the CEO and will be available for compensation to 211 LA County for the actual costs expended. The PFU balance will be maintained as a reserve for future enhancements to 211 LA County.

If executed, Amendment Number Two will provide for an appropriation adjustment in the amount of \$86,000 to allow for the implementation of this amendment.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

The California Public Utilities Commission designated the Information & Referral Federation of Los Angeles County, Incorporated dba 211 LA County as the sole provider for 2-1-1 services within the County of Los Angeles.

On June 4, 2013, the Board approved a Contract with 211 LA County for provision of general and specialized I&R Program services through the 2-1-1 dialing code for a term of three years from July 1, 2013 through June 30, 2016, with a six month extension option at the sole discretion of the CEO, for a contract sum of \$18,791,450. Amendment Number One increased to contract sum to \$18,874,450.

If approved, Amendment Number Two to the Contract will increase the contract sum by \$86,000 to \$18,960,450.

IMPACT ON CURRENT SERVICES (OR PROJECTS)

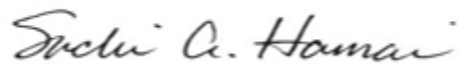
The recommended action will allow 211 LA County to improve customer service and I&R services by updating and expanding their technological infrastructure allowing them to provide quality assistance to residents in need of help.

The Honorable Board of Supervisors

11/3/2015

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Respectfully submitted,

A handwritten signature in cursive script, reading "Sachi A. Hamai".

SACHI A. HAMAI

Chief Executive Officer

SAH:JJ

CT:KS:km

Enclosures

c: County Counsel
Community and Senior Services
Children and Family Services
Health Services
Mental Health
Public Health
Public Social Services

Attachment I

PINK

BA FORM 03/13

BOARD OF
SUPERVISORS
OFFICIAL COPY

COUNTY OF LOS ANGELES

REQUEST FOR APPROPRIATION ADJUSTMENT

DEPT'S. NO. 060

DEPARTMENT OF CHIEF EXECUTIVE OFFICE

October 1, 2015

AUDITOR-CONTROLLER:

THE FOLLOWING APPROPRIATION ADJUSTMENT IS DEEMED NECESSARY BY THIS DEPARTMENT. PLEASE CONFIRM THE ACCOUNTING ENTRIES AND AVAILABLE BALANCES AND FORWARD TO THE CHIEF EXECUTIVE OFFICER FOR HIS RECOMMENDATION OR ACTION.

ADJUSTMENT REQUESTED AND REASONS THEREFOR

FY 2015-16

3 - VOTES

SOURCES

PROVISIONAL FINANCING USES - VARIOUS
AO1-CB-2000-13749-13760
SERVICE AND SUPPLIES
DECREASE APPROPRIATION - \$86,000

USES

CHIEF EXECUTIVE OFFICER
AO1-AO-2000-10100
SERVICE AND SUPPLIES
INCREASE APPROPRIATION - \$86,000

SOURCES TOTAL: \$ 86,000

USES TOTAL: \$ 86,000

JUSTIFICATION

APPROPRIATION ADJUSTMENT WILL PROVIDE FUNDING TO REIMBURSE 211 LA COUNTY FOR NETWORK INFRASTRUCTURE REPLACEMENT AND SECURITY SOFTWARE.

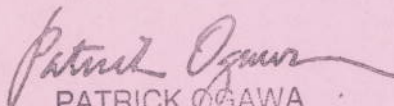
ADOPTED
BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES


AUTHORIZED SIGNATURE

BOARD OF SUPERVISOR'S APPROVAL (AS REQUESTED/REVISED)

9

NOV 03 2015


PATRICK OGAWA
ACTING EXECUTIVE OFFICER

REFERRED TO THE CHIEF
EXECUTIVE OFFICER FOR ---


☐ ACTION

☒ RECOMMENDATION

AUDITOR-CONTROLLER

BY

B.A. NO. 031

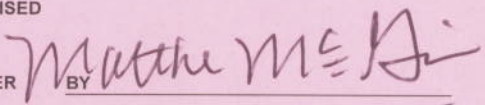

October 13, 2015

☒ APPROVED AS REQUESTED

☐ APPROVED AS REVISED

CHIEF EXECUTIVE OFFICER

BY


Oct. 14, 2015

Attachment II



AMENDMENT NUMBER TWO

TO

CONTRACT

BY AND BETWEEN

COUNTY OF LOS ANGELES

AND

**THE INFORMATION AND REFERRAL FEDERATION OF LOS
ANGELES COUNTY, INCORPORATED DBA 211 LA COUNTY**

FOR

INFORMATION AND REFERRAL PROGRAM SERVICES

**AGREEMENT NUMBER: AO-13-079
AMENDMENT NUMBER 2**

AMENDMENT NUMBER TWO
CONTRACT
FOR
INFORMATION AND REFERRAL PROGRAM SERVICES

This Amendment No. 2 is made and entered into this ____ day of _____, 2015 by and between the County of Los Angeles (hereinafter "County") and The Information and Referral Federation of Los Angeles County, Inc. dba 211 LA County, a California Non-Profit Benefit Corporation (hereinafter "Contractor").

RECITALS

WHEREAS, on July 1, 2013, the parties hereto have previously entered into a Contract for Information and Referral Program Services (hereinafter "Contract") for a total maximum contract sum of **\$18,791,450**; and

WHEREAS, on September 23, 2015, the Contract was amended pursuant to delegated authority to the Chief Executive Officer (hereinafter "CEO") under certain Amendment No. 1 to increase the contract sum to **\$18,874,450** in order to add two (2) special campaigns to the scope of services under the Contract; and

WHEREAS, County and Contractor mutually agree to utilize up to **\$86,000** from the Provisional Financing Uses (hereinafter "PFU") budget unit for provision of upgrades and purchase of a network switch and security software for provision of services under the Contract, thereby increasing the contract sum; and

WHEREAS, the parties hereto now desire to further amend said Contract in accordance with the terms and conditions set forth below.

NOW THEREFORE, pursuant to Paragraph 8.1.6 under Section 8.0 (Standard Terms and Conditions) of the body of the Contract and in consideration of the mutual covenants contained herein and for good and valuable consideration, the parties agree to the following:

- I. The Contract is hereby incorporated by reference, and all of its terms and conditions, including capitalized terms defined therein, shall have full force and effect as if fully set forth herein.
- II. **Section 1.0 (Applicable Documents)** of the body of the Contract is hereby deleted in its entirety and replaced with revised Section 1.0, amended to read as follows:

1.0 APPLICABLE DOCUMENTS

Exhibits A, B, C, D, E, F, G, H, I, J, K, L and M are attached to and form a part of this Contract. In the event of any conflict or inconsistency in the definition or interpretation of any word, responsibility, schedule, or the contents or description of any task, deliverable, goods, service, or other work, or otherwise between the base Contract and the Exhibits, or between Exhibits, such conflict or inconsistency shall be resolved by giving precedence first to the Contract and then to the Exhibits according to the following priority.

Standard Exhibits:

- 1.1 EXHIBIT A - Statement of Work
- 1.2 EXHIBIT B - Pricing Schedule
- 1.3 EXHIBIT C - Special Campaigns
- 1.4 EXHIBIT D - Contractor's EEO Certification
- 1.5 EXHIBIT E - County's Administration
- 1.6 EXHIBIT F - Contractor's Administration
- 1.7 EXHIBIT G - Forms Required at the Time of Contract Execution
- 1.8 EXHIBIT H - Jury Service Ordinance
- 1.9 EXHIBIT I - Safely Surrendered Baby Law

Unique Exhibits:

SB 1262 - Nonprofit Integrity Act of 2004

- 1.10 EXHIBIT J - Charitable Contributions Certification
- 1.11 EXHIBIT K - Special Campaigns: Department of Public Health REACH
- 1.12 EXHIBIT L - Special Campaigns: Department of Public Health 1422 (CDPS)
- 1.13 EXHIBIT M – 211 Provisional Financing Uses 2015

This Contract and the Exhibits hereto constitute the complete and exclusive statement of understanding between the parties and supersedes all previous Contracts, written and oral, and all communications between the parties relating to the subject matter of this Contract. No change to this Contract shall be valid unless prepared pursuant to Paragraph 8.1

(Amendments) under Section 8.0 (Standard Terms and Conditions) of the body of the Contract and signed by both parties.

- III. **Paragraph 5.1 of Section 5.0 (Contract Sum)** of the body of the Contract is deleted in its entirety and replaced with revised Paragraph 5.1, amended to read as follows:

The maximum contract payment for the term will be **\$18,960,450**, to be paid as follows:

- 5.1.1 **\$18,392,859** will be paid to Contractor at a fixed monthly rate of **\$510,913** (1/36 of the maximum contract amount excluding funding designated for cost reimbursement services).
- 5.1.2 For Countywide Emergency Hotline activities, the **\$94,737** total contract amount, not to exceed **\$31,579** per year, will be paid on an actual cost, monthly basis. In the event of an actual disaster or unforeseen situation requiring an unusual level of financial trends, the County will then indicate to the Contractor whether or not the increased level of support can be continued based on County funded support.
- 5.1.3 For Community and Senior Services (CSS) WorkSource California toll-free line activities, a flat fee of **\$2,700** per month for up to 200 calls per month, not to exceed **\$97,200** in flat fees for the contract term. Calls in excess of 200 in any given month will be billed at the rate of **\$12** per call, not to exceed **\$168,300** in overage charges for the contract term at an estimated allowance of **\$56,100** per year, in addition to the flat fee.
- 5.1.4 For the CEO Special Project for temporary, emergency food, transportation, and/or shelter for families who call 2-1-1, the remaining maximum amount of **\$38,354** will be available on an actual cost, monthly reimbursement basis, as long as funding for this project remains.
- 5.1.5 For the Department of Public Health Special Campaign - REACH **\$18,000** will be available in a single lump sum payment at the completion of all deliverables.
- 5.1.6 For the Department of Public Health Special Campaign – 1422 (CDPS) a maximum amount of **\$65,000** will be available on a flat fee, monthly basis, as long as funding for this project remains.
- 5.1.7 Up to **\$86,000**, to be transferred from the Provisional Financing Uses ("PFU") budget unit for reimbursement of the actual costs of a new network switch and security software.

- IV. **Exhibit M (211 PROVISIONAL FINANCING USES 2015)**, which is attached hereto and incorporated herein by reference, is added to the Contract.
- V. Except as expressly modified by this Amendment No. 2, the unaffected terms and conditions of the Contract, as may have been previously amended, shall remain unchanged in full force and effect and enforceable against the parties.

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IN WITNESS WHEREOF, the parties by their duly authorized signatures have caused this Amendment No. 2 to become effective on the day, month and year first above written.

COUNTY OF LOS ANGELES:
CHIEF EXECUTIVE OFFICE

By _____
SACHI A. HAMAI
Chief Executive Officer

Date

CONTRACTOR:
THE INFORMATION AND REFERRAL FEDERATION
OF LOS ANGELES COUNTY, INC. DBA 211 LA COUNTY

By _____
MARIBEL MARIN
Executive Director

APPROVED AS TO FORM:

MARY C. WICKHAM
Interim County Counsel

By _____
VICTORIA MANSOURIAN
Principal Deputy County Counsel

211 PROVISIONAL FINANCING USES 2015

211 LA County will utilize up to **\$86,000** from the special one-time Provisional Financing Uses (PFU) budget unit, set aside for 211 LA County uses related to technology improvements and capacity enhancements in FY 2004-05 by the Board of Supervisors to fund expenditures to upgrade and expand our technical infrastructure.

211 LA County would provide documentation on those items requiring three bids and vendor invoices with final pricing in order to verify purchases. The following describes the items for which 211 LA County is seeking reimbursement and represents preliminary estimates that may not fully include tax and delivery charges.

REPLACEMENT/UPGRADE ITEMS:

CISCO Catalyst 4510R+E Core switch and module/supervisor engine – \$70,000

Cisco 4510R+E Core switch is a critical, required infrastructure element that provides network-based connectivity for phones, computers, printers, wireless access points and other equipment. The current unit is at the End of Life and is starting to show signs of failure, and support is limited while part replacement is becoming difficult to obtain. The switch is a piece of equipment that enables the organization to link all the internal/external computers with their cloud-based systems. This switch is the central “nervous system” of the 211 LA County network, and without it, the 211 LA County facility is unable to use the internet or local LAN resources.

Acunetix / Nessus Security Scanning Software Suite – \$16,000

211 LA County is constantly facing the threat of attack and in order to prevent unauthorized access, defacement or data loss; the organization needs an advanced scanner that is regularly updated. The Acunetix software security suite will provide an intuitive and advanced web based scanner that provides state-of-the-art web vulnerability scanning features that prevent unauthorized access to critical data and the systems that contain them. This software suite allows 211 LA County to regularly scan all 211 sites (local / remote / cloud) for 0 day threats and other issues.